NATIONAL RYAN WHITE CONFERENCE ON HIV CARE & TREATMENT

Changing Organizational Culture through Implementation of Trauma Informed Care

Vickie Cunningham, MSN, RN, BC, Director Outpatient HIV/ Infectious Disease Program, Lehigh Valley Hospital, Allentown, PA

Emily Borke, LCSW, Program Supervisor, Multnomah County Health Department, HIV Health Services Center, Portland, OR

Amanda Hurley, MS, CFLE, Manager of HIV Care Services/Ryan White Part A Grantee,
Multnomah County Health Department, Portland, OR



Disclosures

Presenter(s) has no financial interest to disclose.

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Learning Objectives

Describe 3 components of a work plan for implementation of TIC practice

Describe 3 examples of trauma informed practices that can change patient care and enhance staff engagement

Participate in a trauma informed meeting



Group agreements

Be present

Put phones away if possible

Take care of yourself

Ask for more information when you need it

Assume best intentions

Accept others where they are at

Step up, step back

Respect confidentiality

Give yourself permission to pass





Introductions and opening question

Name

Pronouns

Describe your favorite place in one word



Comprehensive Health Services (formerly AIDS Activities Office) Lehigh Valley Health Network, Allentown, PA

- Ryan White Part C recipient for 27 years
- 950 active patients
- Medical home model
 - Clinical care
 - Psycho social support
 - Behavior change
 - Prevention and testing
 - Outreach and navigation





Multnomah County Health Department, HIV Health Services Center, Portland, OR



Opened in 1991

1400 clients

Ryan White Parts A, B, C, & D

Medical home with full range of primary and HIV care services provided by PCP and medical team

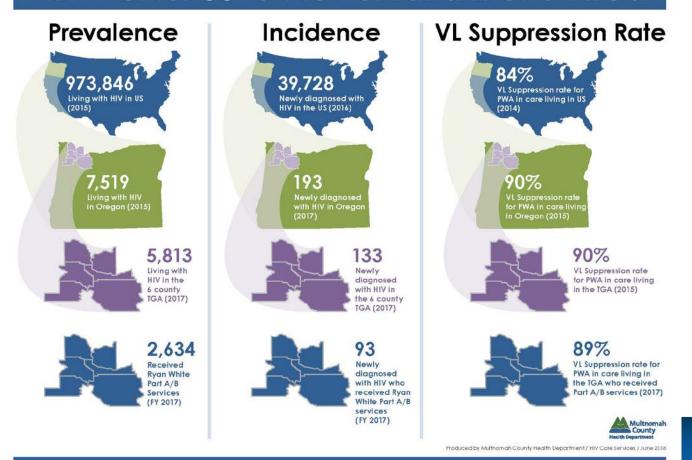
Integrated behavioral health, including medical case management and patient navigation

Serve 1 in 4 persons living with HIV in the Portland area



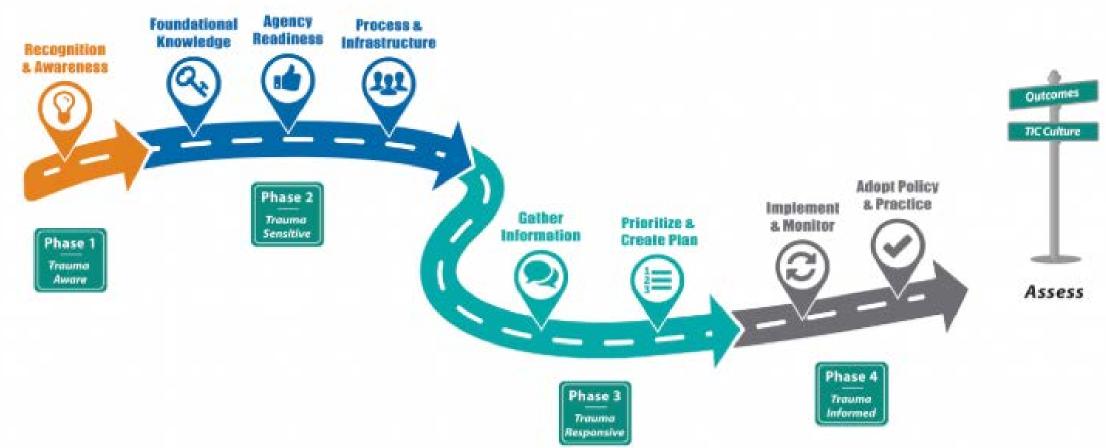
Ryan White Part A Grantee, Multnomah County Health Department, Portland, OR

HIV Profile: US to the Portland Metro Area





ROAD MAP TO TRAUMA INFORMED CARE



Trauma Informed Oregon, 2018 www.traumainformedoregon.org



Group Discussion:

Share an example of a trauma-informed practice at your workplace



Outpatient HIV/Infectious Disease Program, Lehigh Valley Hospital

Security reports

Staff turnover

Our journey

- Concept education
- Self care
- De-escalation
- Trust
- Cultural competence leading to cultural humility
- Mechanisms for support and evaluation
- Ongoing



Examples of TIC practices and outcomes

- Current staff turn over = 8%
- Since 2016, 4 security reports
 of which 2 were completed
 after de-escalation by our staff,
 (paperwork only)
- Employee engagement award
- Name change
- Painting class







Multnomah County HIV Health Services Center

Began integrating TIC principles in 2010

Formed internal workgroup in 2015 to oversee development of TI infrastructure

In 2016, TIC Talk, clinic's ongoing trauma informed care committee was created

- **Purpose**: Add to efforts at the Health Department to acknowledge and address how trauma impacts patients and staff with the goal of reducing inequity and improving the well-being and experiences of all.
- **Strategies**: Improve our own understanding of the impact of trauma and of trauma informed practices. Use both a trauma informed approach and equity lens in TIC Talk's processes, decision-making, relationship-building, and development of deliverables



Examples of TIC practices and outcomes

- Changes to patient spaces (signage, lobby, exam rooms)
- Art therapy
- Weekly mindfulness group
- Staff wellness room
- Trauma-informed meetings
- Clinic debrief framework
- Patient passing protocol
- IPV trainings and resources





This is a safe and respectful place for all.

- Disruptive, threatening, and disrespectful behavior towards staff or patients will not be tolerated
- No racism, sexism, homophobia, transphobia, hate-speech

Be Respectful

Be Safe

Be Kind

Please help us keep the clinic a **WELCOMING** and **COMFORTABLE** space for **ALL**. If you are not able to do this, you will be asked to leave the clinic for the day.



Multnomah County HIV Care Services/Ryan White Grantee

Ongoing discussions about consumer experiences

2014-2015 Planning Council Guidance & Standards of Care

2015-2016 Baseline TIC training for providers

Needed examples and framework of how to implement

Used the TIC Roadmap as a guide

Nov. 2016 Part A Learning Collaborative formed based on provider interest

Support provider efforts and create systems level change



Examples of TIC Learning Collaborative Projects

Meeting Discussions

- Group brainstorm
- Share resources
- Review agency restriction policies
- Review intake processes
- Impact of staff transitions
- Staff trauma

Systems – Level Changes

- TIC Organizational Assessment
- Questions added to client satisfaction survey
- Provider Speed Dating
- Staff Contact Sheet
- New Hire Orientation
- Add TIC language to site visit



Creating a Workplan for Implementation of TIC Practice

- Identify needs of patients/clients and staff
- Include all role groups and consumers
- Develop a charter (purpose and goals)
- Brainstorm ideas- nothing is too small!
- Prioritize goals and provide regular updates
- Consider how to have cross-agency collaboration
- Think about how to sustain culture change
- Evaluation plan



Questions?



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